



SEPT 2012

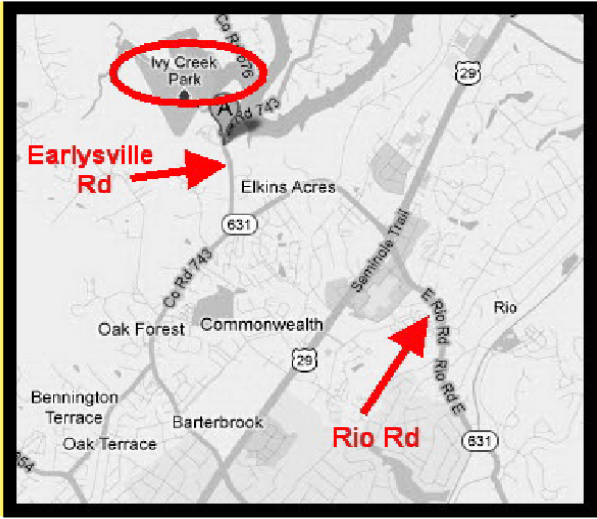
Loupes and Tweezers

Newsletter of the HOROLOGICAL ASSOCIATION OF VIRGINIA

FALL SEMINAR

WHAT: HAV's Fall Educational Seminar
WHO: HAV members and guests
WHERE: Ivy Creek Nature Center - north of Charlottesville, VA (Map below)
WHEN: Sunday November 4, 2012
0800-0900 Registration - \$50 pay at door
0900-1200 Harry Lee - Making Wooden Mvmts
1200-1300 Lunch on your own
1200-1300 HAV Board Meeting - everyone's welcome - bring own lunch
1300-1500 Lowell Fast and Tuck Tompkins program on vintage pocket watches.
FOOD: Snacks/beverages available during the day.
MOTEL: English Inn of Charlottesville has reserved 15 rooms - use **GROUP CODE 110312HH** - must register 30 days in advance for \$107.99 + Tax - includes breakfast

- ### What's Inside?
- 2 - President's Message
 - 2 - Tommy Wong
 - 3 - 2013 Convention
 - 3 - Smart Moves
 - 4 - Potomac Guild News
 - 5 - HAV Org Chart
 - 6 - Komputer Korner



PRESIDENT'S MESSAGE

Greetings Members,

Despite it being summer, the leaves on my trees are changing and falling earlier than usual. It reminds me of fall, but I know it is related to the drought conditions.



Thankfully it has not been as bad here as in other parts of the country. Soon I expect the remainder of the leaves will do their traditional changing with the seasons and reminding us that fall is upon us. With the approach of fall, it is time to mark your calendar for the Fall Seminar on Sunday, November 4th. Details are included in this issue.

I recently returned from the HAV Board of Directors meeting where it was disclosed that Convention 2012, by Dean Sarnelle turned a profit for the second year in a row. The profits earned as always go back into the HAV Treasury. We use these funds to provide educational opportunities to our membership as well as conducting the business of HAV. If you have a suggestion for a program speaker or if you know of someone who would be interested in providing a program for one of our educational opportunities, whether it be the Fall Seminar or the annual convention. Please send George Crozier, your 1st Vice President, an email at clocksandcars@hotmail.com. Billy Best and the Convention Committee for 2013

TOMMY K. WONG

HAV members were saddened to learn of the death of one of our colleagues. Tommy K. Wong was killed during a robbery of his Arlington jewelry store on July 27th.



Tommy joined the HAV watch program at our convention for the past several years. He was recently awarded the title of Certified Watchmaker Century 21. The award is a very significant and difficult accomplishment.

HAV extends its deepest sympathy to Tommy's family and friends.

The Washington Post reported that the alleged killer has been apprehended by the Arlington County Police who were assisted by both the DC Police and the FBI.

have locked down the Roanoke Sheraton the weekend of May 1, 2013 for our annual convention. Details should be available in the next issue of Loupes and Tweezers.

I look forward to seeing you all at the Fall Seminar.

Sincerely,

Mike D. Creasey

President

2013 Convention

Planning is well underway for next year's HAV Convention.

Where: The Sheraton Roanoke Hotel and Conference Center, 2801 Hershberger Road, Roanoke, Virginia 24017

When: May 3-5, 2013

Speakers: to be announced.

The Convention Committee is still considering speakers and discussion topics. If you have, any suggestions please let them know

Mail comments to:

havconvention@gmail.com

Convention Committee

Billy Best - 2013 Convention Chairman

John Polk

Zareh Sakissian

Smart Moves For People in Charge

One of the books on your editor's book shelves has the above title. It's by Sam Deep and Lyle Sussman. In essence, it is a book of lists of items one might want to consider/follow in various situations. Here is a summary of a list of quotes on:

"Customer Service"

- There is only one boss - the customer. And he can fire everybody simply spending his money elsewhere.

- Whenever a customer enters my store, forget me. He is king.

- You can have everything in life if you will just help enough other people get what they want.

- Treat customers as an appreciating asset.

- People spend money when and where they feel good.

- Natural talent, intelligence, a wonderful education -- none of them guarantees success. Something else is needed: the sensitivity to understand what other people want and the willingness to give it to them.

- Expectations are critical when you serve customers. Meet them to satisfy the customer. Exceed them to make the customer love you. Set unrealistic expectations -- promises you can never hope to keep -- and your customers will hold you beneath contempt.

- You can't promise your customers sunny weather, but you can promise to hold an umbrella over them when it rains.

- Customer service isn't about satisfaction. It's about Dazzlement.

- Rule 1: the customer is always right.

- Rule 2: if the customer is ever wrong, reread Rule 1.

- We don't desert you after we deliver.

- If I pick up a ringing phone, I accept the responsibility to ensure the caller is satisfied, no matter what the issue.

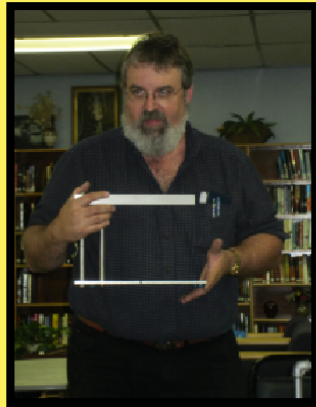
Potomac Guild News

For the past several months the Potomac Guild monthly meeting programs have been put on by Guild members who have shared their ideas.

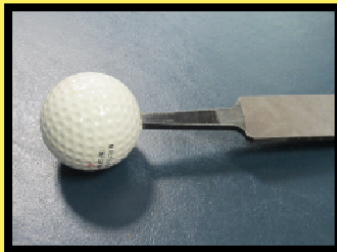
In June Stan Stoker shared his efforts to reduce the cost of a bushing press. You would probably have to sell your first born in order to be able to afford one



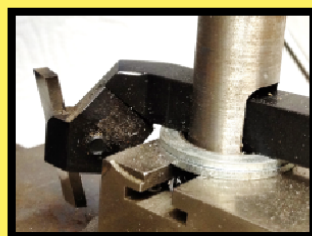
of the top-of-the-line presses. Stan figured that need not be the case and set out to show otherwise. Stan is shown with three of his homemade bushing presses. He also had two others - one made out of wood. All of them were serviceable - to a certain



extent. He brought in other items for show and tell. One of which is this file handle. Are you golfers ready to supply the rest of us with handles?



In July and August Ryan Johnson showed two of his recent interests. The July presentation was about a small tool holder for a jewelers lathe that holds the high speed steel tool almost ver-



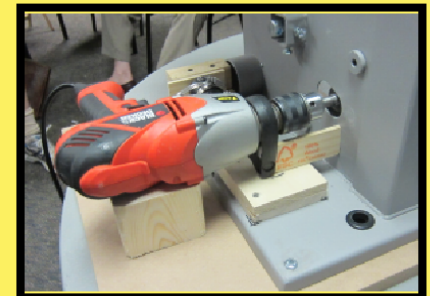
tically. Cutting takes place on the end rather than the side of the tool. This arrangement allows the user to grind only one flat surface on the end of the tool to get an acceptable cutting edge. Contact Ryan if you are interested.

At the August meeting, Ryan demonstrated his cost cutting idea for converting a wood cutting band saw to a metal cutting band saw. Ryan bought



the 10 inch saw at Sears. The major change to the saw was replacing the original motor with an electric drill to provide increased

torque so that the saw did not slow down under load. He also had to order metal cutting saw blades on the Internet to get the correct blades.



Ryan demonstrated the band saw by cutting a small part out of what looked like about 1/16 inch thick sheet brass. He then slice off a chunk of a 5/8th inch brass rod and then a 1 inch steel rod. The saw performed flawlessly in this demonstration.

The Potomac Guild members applaud Stan and Ryan for taking the time to put together these presentations. It helps all of the members when they share their skills and knowledge.

HAV ORGANIZATION CHART

HAV BOD Officers
Pres - Mike Creasey 1st VP - George Cosier 2nd VP - John Polk Sec - Bob Stone Treas - Stan Palen Past Pres - Steve Leonard L&T - Lloyd Lehn

Tri City Guild
Pres - Robert Conner VP - Roberto Arevalo Jr. Sec/Treas - JimCarlson BOD Members Charlie Soukup Tuck Tompkins Alternates none

South Side Guild
Pres - Billy Best VP - Wayne Simpson Sec/Treas - Clarence Hardy BOD Members Clarence Hardy Wayne Simpson Alternates Billy Best Robert Harris

Potomac Guild
Pres - Ryan Johnson VP - John Enloe Sec - Barry Boling Treas - Dick Riegel BOD Members Barry Boling Lloyd Lehn Alternates John Enloe George Evans

At-Large Members
BOD Rep Stan Palen John Miller

19-Aug-12

STAN PALEN'S Komputer Korner

This column includes hints, helps, suggestions and news for IBM compatible computers.

Operating Systems: Windows 8 has been released to computer manufacturers for shipment with new machines. You can also download a trial version from Microsoft's web pages. Folks that have a TechNet account can download the full version for no additional cost. If you do not want Windows 8 you might be able to step back to Windows 7. There are several other alternatives. Linux Red Hat is an open source operating system that operates fine on a PC. Zorin OS is another relatively new open source Linux software. It can emulate Windows 7 or Windows XP with the click of a button. It is much faster than Windows and uses much less space on your hard drive. Go to <http://zorin-os.com> to give it a try. There are other operating systems available.



Backup, Backup, Backup: The external hard drive I use for backups is now only good for a boat anchor. I cannot access it at all. My system has been crashing lately, so I took a good look at my backups and there was no response. I immediately got another hard drive and made a full backup. I then ordered a new larger external hard drive. At least I got some warning this time.

HARD DRIVES WILL FAIL

Horology Software: I was the speaker for the Chronometer Club meeting at AWCI convention on August 2, 2012. I spoke on

“Software and Internet and Your Business.” I’ll repeat some of it here. The handout is available at www.stanpalen.com. It contains links to the websites mentioned in my talk. Click on “TEST” on the right hand side in the middle of the page and it will bring up a page with clickable links.

If you’re looking for software for running a business like ours, an Internet search will find lots of them. I thought the most promising were RepairTracker and At Your Service.

RepairTracker comes with a USB camera that attaches to your computer and it records one or more pictures of the incoming job. It handles all of the information in one place. It is web based so that several people in your place of business can be on line at once. You can also access it from anywhere if you need to.

RepairTracker handles emails to your customer to send estimates and get approvals. Photos can be added to the job at any time showing progress. Vendors or subcontractors can be linked to your job so you can be aware of the status at any time. When the job is finished, you can add photos of the finished product. This gives you a permanent record for photographic evidence of what came in and what went out. Once the file is set up during take in, it does not have to be entered again.

You can go to www.repairtracker2000.com and sign up for a 30 day free trial without giving your credit card information. If you decide to continue with the program, the data will be preserved. The cost is \$195 initial fee and \$19.95 a month afterwards. One advantage to the web based program is that if there is an upgrade it is no additional cost. The developer is adding more capability all the time.

At Your Service is a similar program that does inventory, billing, job tracking

Stan's Korner Continued

and much much more. It is also quite a bit more expensive. There are both web based versions as well as several that would be installed in your computer system. As the level of complexity increases the cost also increases. They have monthly plans as well as outright purchase plans. They also have a free trial version than you can use for 30 days. At Your Service links directly into QuickBooks to handle all your accounting and banking. The program can give you reports on how well you are doing at almost any way you could think of.

Other Options: I use an Excel spread sheet for my business. I do not do a high volume of work and is has worked for me for many years. I can add columns or sort the data any way I need to.

The presentation also included an accounting section. A lot of folks use QuickBooks. It has lots of versions including a web based one. There are a lot of things that will trigger a required upgrade for an additional fee. Switching to a new operating system will do it. Some versions will lose some capability after 3 years or so. A friend who has an art gallery started trying to use it and had to hire a QB expert at a significant expense. This person was in a different business, so there were problem areas that needed extra help at \$50 an hour. Quicken has a personal and business version for \$99 that some folks use.

For very frugal folks, Microsoft Accounting 2009 Free Express is a good way to go. It lacks the professional version's multi-user capabilities, budgeting, purchase orders, and cash flow forecasting, but it has solid general ledger, accounts payable and receivable, payroll, online banking, sales tracking, and report capabilities, in addition to tight integration with Microsoft Office. It's the most capable—and traditional—free ac-

counting software program on the market. It will nag you to upgrade to the professional. If you need the additional features, then do the upgrade.

Web Pages: The next area discussed was web pages. Your site should be an attention grabber for a person looking for what you do. There are meta tags that should be at the top of your page listing what type of repairs or business you do. There is a title that shows up on your page as well as in the source code. Both should be descriptive and they do not need to be identical. You can view your source code by right clicking in any open area of your page and then click on view source. You can do a view source of a page you like and then save the code and incorporate it on your page if you have access to edit your code.

Most web page editors have templates you can use to get started with a web page. You need a web host. I use www.1and1.com. They are US based and are quite reasonable. I have had several that were cheap but foreign based and disappeared with no warning. I use a program called Dreamweaver by Adobe for my web editor. The mode I usually use it in shows both the source code and a design view. It is not cheap, but one of the organizations that I do web pages for has helped me with the cost. PC Magazine did an evaluation of what they considered the 10 best web editors. The one they liked the best was also one of the most reasonable. The name of it is WebEasy Professional. The review is at <http://web-design-software-review.toptenreviews.com/>.

Contact Stan at:

540 775-7027

spalen@crosslink.net

www.stanpalen.com

HAV Contact Information

President

Mike Creasey
804.675.7256
timemd@comcast.net

First Vice President

George Cosier
804-270-2136
clocksandcars@hotmail.com

2nd Vice President

John Polk
804-749-3200
john@oldfathertime.com

Treasurer

Stan Palen
540.775.7027
spalen@crosslink.net

Secretary

Bob Stone
703-591-6690
rhstone@cox.net

Most Recent Past President

Steve Leonard
703.352.3416
sr_leonard@verizon.net

Loupes and Tweezers Editor

Lloyd Lehn
703-256-2684
lloyd.lehn@verizon.net

Loupes and Tweezers Distributor

John Enloe
703-425-1524
John_Enloe@verizon.net

Horological Association of Virginia
c/o Lloyd Lehn
3723 Ivydale Drive
Annandale VA 22003
703-256-2684

TO